

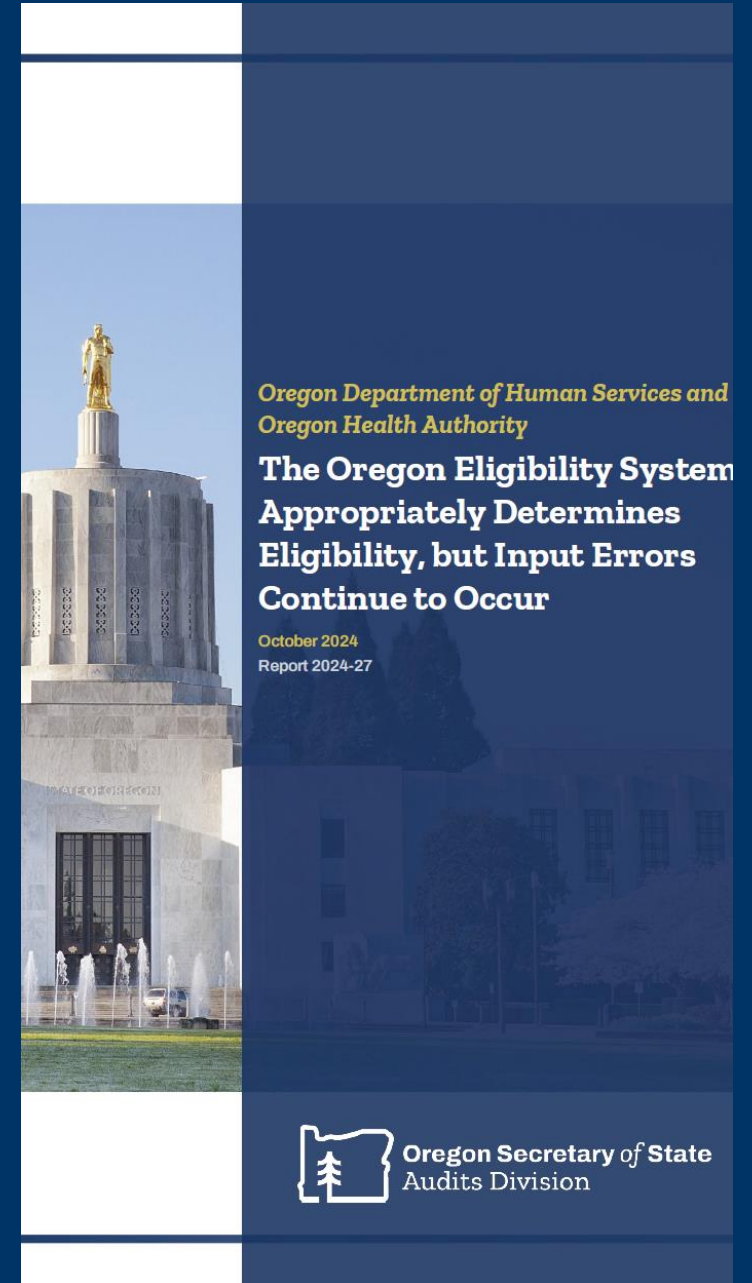
The Oregon Eligibility System Appropriately Determines Eligibility, but Input Errors Continue to Occur

Report 2024-27



Agenda

- Audit overview
- ONE change analysis and prioritization
- Questions



Audit Overview

Audit Objectives:

Determine whether the Oregon Department of Human Services and Oregon Health Authority have designed and implemented sufficient controls to:

1. Completely and accurately determine and maintain eligibility and benefits for the Medical and Supplemental Nutrition Assistance programs in the Oregon Eligibility (ONE) system in accordance with rules and laws.
2. Prevent, detect, and correct manual input errors associated with benefit applications and maintenance activities.
3. Ensure overrides to eligibility determinations and benefit amounts are done for approved reasons and are appropriately documented and monitored in the ONE system.
4. Ensure that changes to computer code and configurations for the ONE system are appropriately controlled to ensure the integrity of the system.

Positive Results

Automated eligibility determinations in ONE are largely effective

Change requests from multiple sources are carefully evaluated and prioritized

Areas for Improvement

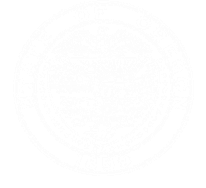


1 Input Accuracy

2 Overrides

3 User Acceptance
Test Plan

Input Accuracy



1

What is the problem?

- Administrative controls were not always effective in preventing, detecting, and correcting manual input errors.

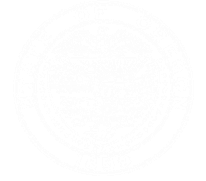
2

Why is it important?

- Without sufficient measures in place to prevent, detect, and correct manual input errors clients can be inappropriately granted or denied eligibility.



Overrides



1

What is the problem?

- Most workers with access to the system could override an eligibility determination without notice or monitoring.



2

Why is it important?

- Inappropriate overrides may lead to clients inappropriately being granted or denied eligibility.

User Acceptance Test Plan

1

What is the problem?

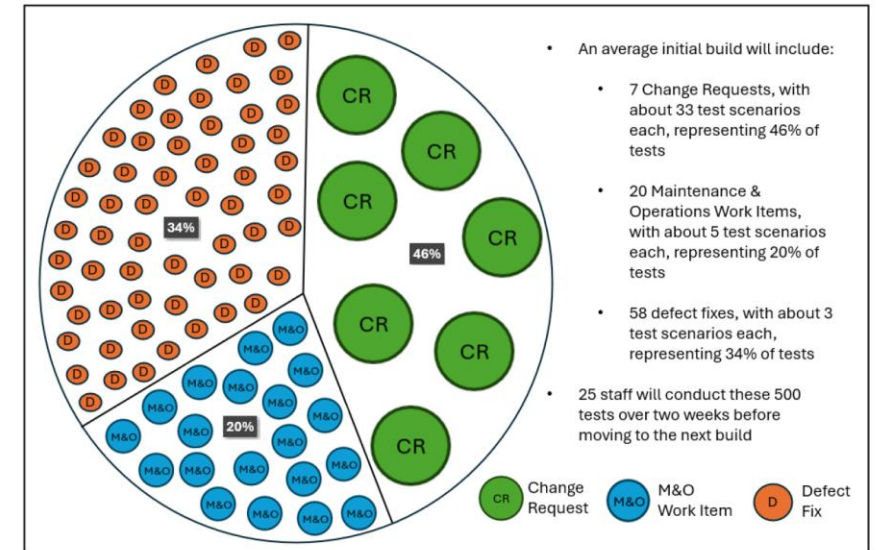
- There is no holistic look at which test scenarios are being designed for a given build.

2

Why is it important?

- Agency is beholden to staffing and scheduling instead of deliberate planning based on risk thereby increasing the risk of missed critical test scenarios.

Figure 8: Initial builds consist of change requests, maintenance and operation work items, and defect fixes



Source: Auditor analysis

Recommendations

1

Input Accuracy

Evaluate opportunities to improve input accuracy through automation and propose changes to the ONE system to enforce them.

2

Overrides

Refine override processes to ensure overrides are restricted to authorized personnel, consistently documented, and monitored.

3

User Acceptance Test Plan

Develop a test plan for user acceptance testing to formalize priorities and required scenarios for different types of changes.

One Change Analysis and Prioritization

Types of Modifications to ONE

1

Defect Fixes

2

Maintenance and
Operations Work
Items

3

Change Requests

Defect Fixes

System changes to resolve errors in the system's normal operations

Source

Detected and reported to the ONE Helpdesk by users experiencing issues with the system.

Analysis

ONE Helpdesk and vendor analyze the issue to determine if it is a valid defect.

Prioritization

If determined a defect, assigned a severity level. Contract defines defect resolution times by severity of the defect.

Maintenance and Operations Work Items

Lower-impact system changes requiring less than 50 hours of work

Source

- Non-defect issues (design gap)
- Program area priorities
- System user suggestions

Analysis

Subject matter experts, vendor

Prioritization

Work Item Prioritization group

Change Requests

Significant system revisions requiring more than 50 hours of work

Source

- Program area priorities
- IT-driven changes
- System user suggestions

Analysis

Subject matter experts, vendor (Level of Effort)

Prioritization

Information Systems Management Committee

Questions?

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